

# Smart Processing

City Council Update  
March 25, 2014



# Norfolk Cares Assistance Center

## Activity Summary February 2014

- Hours of Operation Monday – Friday 7:00 am to 6:00 pm.
- 10,648 calls answered, a 9% increase from January 2014. An average of 532 calls per work day.
- The average hold time for the month, 1 minute and 29 seconds.
- 921 online bulk waste requests processed.
- 472 emails received and processed.

# Online “Request Tracker” Summary

## February 2014

- 1,269 online requests processed, an average of 63 per work day.
- 1,119 online requests closed, an average of 56 per work day.
- The average close time for all requests was 9 calendar days or 7 work days.

### Since starting the Request Tracker service in March 2013;

- 26,697 requests received and 24,689 closed.
- 1,695 requests received from the iPhone mobile App.
- 91% of requests processed by the Norfolk Cares Assistance Center and 9% directly by departments.
- Average close time for requests processed by the Norfolk Cares Assistance Center was 10 calendar days or 7 work days.

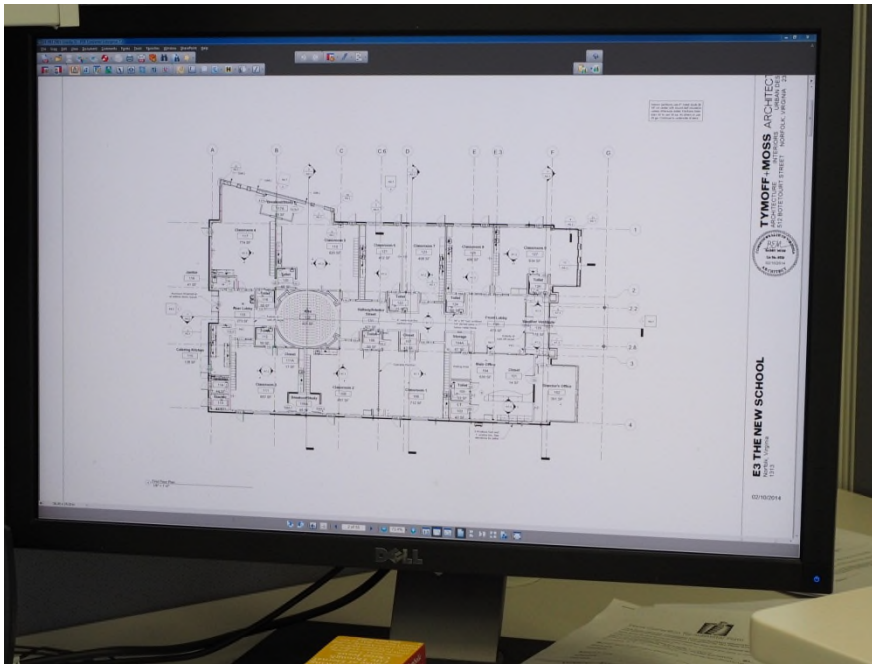
## Initiatives Completed

- Development of a new NorfolkAIR site
- Best practice research and benchmarking
- Establishing a point-of-sale system and the ability to accept credit cards in Planning
- Technology upgrades
- Development Services Center - opened March 24, 2014.
- Electronic Building and Site Plan Review

# Development Services Center 4<sup>th</sup> Floor of City Hall



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## Initiatives Underway

- Publishing site plan review activity in NorfolkAIR
- Developing Citywide Telephone Answering Standards

# Land Use Initiatives

- Ordinance Revisions Completed
  - Standardized Use Tables in all districts
  - Simplified Downtown regulations
  - Eliminated Zoning Certificates for fences
- Ordinance Revisions Underway
  - Simplifying Development Certificate process
  - Updating Parking regulations (Scheduled for Adoption Tonight)
  - Eliminating some Special Exceptions
- Ordinance Revisions About to Begin
  - Updating PCO Regulations
  - Open Space/Landscaping
  - Complete overhaul of the City's land use and permitting regulations



# Planned Initiatives

- Use of tablets in the field by inspectors
- On-line submittals for permits
- System for tracking permits and inspections
- Evaluation of permitting fees

# Existing and Future Challenges

- Catching up and keeping up with the latest changes in technology
- Recruiting highly qualified technology staff
- Training staff to utilize new processes and equipment
- Maintaining excellent customer service
- Funding for large system upgrades

# Opportunities

- Making Norfolk one of the best places to conduct business in the region, thus increasing the number of businesses that open and remain in Norfolk
- Making Norfolk one of the best places to live in the region, thus increasing the number of people who choose to live in Norfolk